

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of	)	
Mårten RIGNELL et al.	)	Group Art Unit: UNASSIGNED
Application No.: UNASSIGNED	)	Examiner: UNASSIGNED
Filed: June 8, 2001	)	
For: METHOD AND SYSTEM FOR	)	
PROVIDING SUPPORT TO A	)	
MOBILE COMMUNICATIONS	)	
UNIT	)	

**PRELIMINARY AMENDMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Prior to examination, please amend the above-identified application as follows:

**IN THE CLAIMS:**

Please replace claims 1-14 as follows:

1. (Amended) A method of providing support to a mobile communications unit comprising the steps of  
generating a support request at said mobile unit,  
sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,  
receiving said support message at said remote support location,  
generating support information enabling solving of said one or more problems at least partially, and  
providing said support information at said mobile unit.